

552.237-73	Restriction on Disclosure of Information (Jun 2009)
552.237-71	Qualifications of Employees (May 1989)
552.238-71	Submission and Distribution of Authorized FSS Schedule Pricelists (Sep 1999)

8. SUBMISSION INSTRUCTIONS AND METHOD OF EVALUATION/AWARD

Vendors shall submit quotations in response to this RFQ not later than the date and time prescribed in the GSA e-Buy announcement. Submissions received after the prescribed date and time shall be considered non-responsive, will not be included in evaluations, and not be eligible for award.

The Government anticipates awarding a Firm Fixed Price (FFP) Task Order to the Vendor whose quotation is the most advantageous to the Government, prices and other factors considered. Quotations will be evaluated based on the details described in the evaluation factors contained in this section. All evaluation factors other than price, when combined, are more important than price. Award will be made to the Vendor whose quotation is determined to be the best value in accordance with this RFQ. Award may be made without discussions utilizing trade-offs between price and technical (non-price) factors.

Quotation shall set forth full, accurate, and complete information as required by this RFQ package (including attachments). The penalty for making false statements in quotations is prescribed in 18 USC. 1001.

• Best Value Evaluation Criteria

By submission of its quote, the Vendor agrees to all RFQ requirements, including terms and conditions and technical requirements, in addition to those identified as evaluation factors. Failure to meet a requirement (except the page limits) may result in an offer being determined technically unacceptable and ineligible for consideration. Vendors must clearly identify any exception to the solicitation terms and conditions and provide complete accompanying rationale.

- A best value award will be made
- Technical factors (non-price) when combined are more important than price.
- The final determination to award will be based, in part, on the Government's analysis of the realism, reasonableness, and balance of the pricing.

The Government will use best value and may choose to award to other than the lowest priced Vendor or the highest technically rated Vendor. Pricing will be evaluated separately from technical factors and used as a trade-off with technical (non-price) factors.

8.1 Documents

Documents submitted in response to this RFQ must be fully responsive to, and meet with the following:

- The RFQ instructions
- Any limitation on the number of pages

Note: Pages exceeding the page limitations set forth will not be read or evaluated and will be removed from the quotation. An offer not otherwise in compliance with the RFQ instructions may be removed from the competition.

8.2 Quotation Format

The format shall be as follows:

- Quotations shall be submitted in software compatible with Microsoft Office 2003/2007 and/or Adobe .pdf.
- Quotations shall consist of one attachment per Part
- Quotations shall be 8 ½" by 11" paper except for foldouts used for charts, tables, or diagrams and will not exceed 11" x 17"
- A page is defined as one face of a sheet of paper containing information
- Typing (font) shall not be less than 11 pt
- Smaller font may be used for tables and graphs as long as it is legible.

Elaborate formats, bindings, or color presentations are not desired or required.

8.3 Quotation

Vendor's quotation shall contain the following parts consisting of one e-mail with an attachment for each part containing all required information. The parts listed below are listed in order of importance:

Part I Technical Approach (Submittal)

- Tech approach (Limited to 30 Pages) – Not including title or cover page
- Vendors must submit a Staffing Plan (Submittal) limited to 15 pages

*Please note that all other requested information (outside of the staffing plan) is inclusive of the 30 page limit described above

Part II Vendor's Past Performance

(Should include at least 3 References)

- Past Performance Worksheet (complete the first five columns) (Submittal)

- Past Performance Questionnaire (Submittal)

Part III Quality Control Plan (QCP) (Submittal)
(Limited to 15 pages)

- Submit table or matrix for the mapping of service assets (outside of 15 page limit)

Part IV Vendor's Experience (Submittal)
(Limited to 5 pages per cited Experience for similar projects) – Not including the requested attachment - Experience Worksheet

- Submit Experience Matrix Worksheet (Submittal)

Part V ITIL Process Model

- Process model (Limited to 15 pages) (Submittal)
- Process Artifact may be submitted outside the 15 page limit (Submittal)

Part VI Price

- Price Spread Sheet (Submittal)
- Price Supporting Documentation, if applicable

8.4 Part I Technical Approach

The Technical Approach shall be limited to **thirty (30)** pages. One (1) attachment is the Technical approach and one (1) attachment is the staffing plan (staffing plan is exclusive of the Technical approach).

8.4.1 Submission

- Technical Approach is defined as the Vendor's proposed solution(s) to achieve the requirements of the Performance Work Statement/RFQ.

Vendors should tailor and clearly describe, in sufficient detail, their technical approach in fulfilling the requirements identified in the RFQ and should address the following:

- The Vendor's understanding of the requirements
- The Vendor's technical approach for successful performance of required tasks.

8.4.2 Evaluation

Technical responses will be evaluated to assess the degree of compliance of the proposed services according to the PWS. Responses that include products or services not fully compliant with the applicable technical standards or that fail to address the required compliance information may be deemed ineligible for award. Only technical quotations that

demonstrate compliance will be evaluated and considered for award. Unless other information is readily available, the Government intends to rely solely on the information provided by the Vendor in making a determination.

Tasks

The technical approach considers the quality of the Vendor's technical approach for the elements below. The Vendor's Technical Approach section of the proposal shall not exceed thirty (30) pages, single-spaced, one-sided, in a standard font sized no smaller than 11 pt. Pages beyond thirty (30) shall not be evaluated.

Note: Proposals should not include proposals for additional work or systems not included in the solicitation or referenced standards document.

Technical Approach **elements** to be evaluated include:

- The Vendor's understanding of the requirements
- The Vendor's technical approach for successful performance of required tasks. Emphasis should be placed on addressing how the Vendor will design, develop, staff, and sustain an IT Service Management Infrastructure in accordance with the PWS.
- The Vendor's ability to meet the ITSM requirements and tasks based on the scope and complexity of the N-NC IT Environment
- The Program Management Plan that identifies how the Vendor intends to manage and control cost, schedule, and risks.
- Transition Approach for successful contract transition, (Note: A transition plan is not required as part of quotes. It will be required from the awardee 14 days after contract award)
- The Vendor's approach and plan for managing Task Order performance
- Reasonableness and realism of Technical Approach
- Staffing plan that includes, at a minimum, ITIL certified and DoD 8570 compliant positions to accomplish work
- Approach to obtaining required security clearances

Responses will also be evaluated to assess the degree of compliance of the proposed services according to the RFQ. The Vendor shall address all tasks and sub-tasks as stated in the PWS. Tasks include:

Task-1 Process Requirements
Task-2 Service Operations Management
Task-3 Service Strategy Support
Task-4 Service Design
Task-5 Service Transition

Task-6 Continuous Service Improvement
Task-7 Projects

Please note that offerors must also submit quotes and technical solutions for all optional Tasks. This includes Optional Task 01 and 02 attached to the original announcement. These tasks are inclusive of the offerors Technical Approach. Optional Tasks are required to be quoted. Offerors are expected to quote these items on the provided pricing sheet (Attachment 02). Responses must be included in the 30 page limitation.

8.5 Part II Vendor's Past Performance

8.5.1 Submission

Vendor shall provide its Past Performance as a prime on similar work completed within the last five years since issuance of the solicitation.

Vendors should submit at least three (3) references of their similar type work performed for federal agencies and/or commercial customers within the last five (5) years. Only references for similar type work are desired and consideration shall be limited to work completed within five (5) years of issuance of the RFQ. Relevant work should be similar in scope, magnitude, and complexity as the effort described in the PWS.

Please note that the Vendor, must complete only the header portion of the Past Performance Questionnaire (Attachment 03), once completed the Vendor must submit via email to the designated contract specialist of this project, Joseph Dorsey – Joseph.Dorsey@gsa.gov. Each reference provided will be contacted by the Government for completion of the questionnaire. Vendors should ensure that all points of contact are aware that they will be contacted.

The Government will use information submitted by the Vendor and other sources such as other Federal Government offices and commercial sources to assess performance. Vendors may submit the Past Performance of their subcontractors if the subcontractor performed the work as a Prime contractor and provides the appropriate references and contact information via the Past Performance Questionnaire.

8.5.2 Evaluation

Past Performance evaluations will consist of the following:

- a) The minimum number of references were submitted
- b) Is the reference similar in scope, complexity, and magnitude
- c) Was the project completed within five years of issuance of the RFQ (more recent projects will be rated higher).

- d) Whether referenced responses demonstrate that performance met or exceeded applicable standards of the requirements of the referenced work
- e) Whether Customer Service expectations were achieved during performance of the referenced work
- f) The effectiveness of project management
- g) Addresses project quality control, timeliness, problem solving, and customer satisfaction
- h) If Vendors will be quoting as a teaming arrangement (Joint venture) or as Prime/Subcontractor relationship, the lead team member or prime contractor's Past Performance will be rated higher.
- i) Similar is not a minimum requirement however Past Performance that is more similar will be rated higher.

8.6 Part III Quality Control Plan (QCP)

8.6.1 Submission

The QCP shall be limited to **fifteen (15)** pages.

Vendors shall submit a QCP that, at a minimum, addresses how the Task Order quality requirements will be met, with specific emphasis on the required tasks and deliverables stated in the PWS. The Vendors proposed QCP will be evaluated for the ease and effectiveness of its inclusion to the Governments' QASP, which in turn, will be used to monitor Contractor performance.

QASP – Attachment 04 – the Mapping of Service Assets as requested in Paragraph 11 of the QASP does not count towards the limit of 15 pages.

8.6.2 Evaluation

QCP addresses the Vendors quality plan for successful performance of the required tasks and deliverables stated in the PWS. The Vendor's QCP shall address all items included in the QASP (Attachment 04) and plan for automation of performance measures.

Items to be evaluated are:

- The Vendor's ability to monitor, measure, and report status of Key Performance Indicators (KPIs) and Critical Success Factors (CSFs)
- The Vendor's process to improve the quality of output deliverables

8.7 Part IV Vendor's Experience

8.7.1 Submission

The Vendor's Experience submittal shall be limited to 5 pages per cited experience. Vendors should submit at least three (3) similar type projects.

Vendors shall provide information citing their experience as it relates to the requirements contained in the RFQ. Vendors shall provide the following information for each cited experience in order to aid the Government in determining the similarity of the cited experience to the work being procured.

- Project Name
- Contract Number
- Organization supported and Technical Point of Contact (POC), alternate POC, current telephone numbers, and e-mail (can indicate the level and status of the project within an organization)
- Contract amount at the beginning and at the end of the project
- Type of Contract
- Beginning and end date of the work
- Project description comparing the work cited in the corporate experience to the requirements of this RFQ, projects should be comparable to N2ITSM Tasks and Sub-Tasks.
- Security level of the work
- Complexities of the work
- Awards

Only cited experience for similar type projects are desired and consideration shall be limited to projects completed within five (5) years prior to issuance of the RFQ. Projects should be similar in scope, magnitude, and complexity as the effort described in the RFQ. Similarity will be based on the extent to which the work has more of the tasks listed on the experience worksheet. If Vendors will be quoting as a team or as Prime/Subcontractor relationship, the lead team member or prime contractor's Experience will be rated higher.

Similar is defined as ITIL v3 best practice framework was utilized, ITSM functions and processes were contracted, managed, and performed end-to-end in accordance with the N2ITSM Tasks and Subtask requirements and IT enterprise projects are of comparable complexity.

Vendors will also be required to fill out an Experience Worksheet speaking to their experience as it applies to the requirement (Attachment 14).

8.7.2 Evaluation

Evaluation of Vendor's Experience shall take into account the Vendors most relevant experience that is similar in scope, magnitude, and complexity as the effort described in this RFQ.

The below list should not be considered as all inclusive but is best representative of the items that will be evaluated:

- Cited experience is recent, relevant, similar in scope, complexity and magnitude
- Similar is not a minimum requirement however experience that is more similar will be rated higher.
- Vendor is able to display that they have had previous experience in terms of performing the following task: Process requirements, service operations, service strategy support, service design, and service transition, continuous service improvement, projects, and automation of performance measures.

8.8 Part V ITIL Process Model

The ITIL Process Model documentation shall be limited to fifteen (15) pages.

A Vendor's submission under this factor should demonstrate the Vendors' understanding of the ITIL process requirements to perform the tasks in the PWS. The Vendor shall provide, per Vendor's choice for any process, at least one (1) Process model and one (1) related Process artifact (e.g. report or other related process output) that the Vendor has performed on another contract. The Vendor's submission will be evaluated based on the process model requirement in the N2ITSM PWS.

The Vendor's Process Model should address:

- a) Process Control Elements
 - a. Process Owner
 - b. Process Objectives
 - c. Process Documentation
 - d. Process Feedback
- b) Core Process
 - a. Process Activities
 - b. Process Procedures
 - c. Process Work Instructions
 - d. Process Roles
 - e. Process Metrics
 - f. Process Improvements
- c) Process Enablers
 - a. Process Resources
 - b. Process Capabilities

8.9 Part VI Prices

8.9.1 Submission

Vendors shall submit their Price Quotation to include the following:

8.9.1.1 Supplies, Services, and Prices

Vendors shall prepare one Summary Price Schedule which provides price related information to be charged for each item in the Pricing Sheet (Attachment 02).

8.9.1.2 Price Supporting Documentation

Vendors are required to provide requested price related information to support pricing quoted in the Summary Price Schedule. The information shall be in spreadsheet format with formulas showing labor categories to be used, fully burdened labor rates, proposed labor hours by category, discounts from schedule pricing, and the total price.

8.9.1.3 Optional Tasks

Option Tasks are included in this RFQ. Vendors are required to quote on all optional tasks on the provided pricing sheet. The Government reserves the right not to exercise or exercise any of the aforementioned optional tasks as stated in the PWS. Vendors must clearly label ALL optional task items in their submitted quote as optional tasks.

8.9.2 Evaluation

The Government shall evaluate pricing separately to determine the best price. However pricing must be reasonable, realistic and balanced or may be rejected by the Contracting Officer.